

TRAINING AND EMPLOYMENT NOTICE	NO. 4- 01
	DATE March 20, 2002

TO: ALL STATE WORKFORCE LIAISONS
ALL STATE WORKER ADJUSTMENT LIAISONS
ALL STATE WORKFORCE AGENCIES
ALL ONE STOP CENTER SYSTEM LEADS

/s/

FROM: LORENZO D. HARRISON
Administrator
Office of Youth Services

SUBJECT: New Publication – “How Youth Programs Manage Intake, Individual Services Strategies and Case Files”

- 1. Purpose.** To announce the availability of the Department of Labor, Employment and Training Administration’s (DOL/ETA) guide entitled, “How Youth Programs Manage Intake, Individual Services Strategies (ISS) and Case Files.”
- 2. Background.** Among the reforms envisioned under the Workforce Investment Act (WIA) of 1998, is quality, coordinated youth services tailored to meet the individual needs of each youth participant. Under 664.405 of the Final Regulations of the WIA, local youth programs shall be designed to 1) provide an objective assessment of each youth participant that meets the requirements of the WIA section 129 (c)(1)(A), and includes a review of the academic and occupational skill levels, as well as the service needs of each youth; and 2) develop an individual service strategy for each youth participant that meets the requirements of the WIA section 129 (c)(1)(B), including identifying an age-appropriate career goal and consideration of the assessment results for each youth.

In an effort to assist local programs with the administration of assessments and development of individual service strategies, the Employment and Training Administration, Office of Youth Services contracted with the Callahan Consultants, Inc., to produce a technical assistance guide for youth service providers.

3. **Directory**. “How Youth Programs Manage Intake, Individual Service Strategies (ISS) and Case Files” is a technical assistance guide that addresses three areas of service delivery: the Intake Process, the Individual Service Strategy (ISS), and Case Files. Featuring information from selected group of youth programs throughout the Nation, the guide contains sample forms and procedures with respect to evaluating case management systems and provides a list and short-term summary of assessment tools. A list and a short description of the programs visited are listed for anyone seeking additional information.
4. **Distribution/Additional Copies**. A limited number of copies of the guides are available through the ETA’s Regional Office. The guide is also accessible on our website at www.doleta.gov/youth_services/
5. **Inquiries**. Questions should be directed to your Regional Office.
6. **Separate Cover**. “How Youth Programs Manage Intake, Individual Service Strategies (ISS) and Case Files.”